

Company Statement Explaining Customer Proprietary Network Information (CPNI) Procedures

Customer Proprietary Network Information (CPNI) is the information that telecommunications carriers and interconnected VoIP providers acquire about their subscribers. CPNI includes the quantity, service usage, features, type, destination, location and amount of use of telecommunications service. The *Telecommunications Act of 1996* and the Federal Communications Commission (FCC) prohibit the use of CPNI without permission of the customer. The CPNI rules do not prohibit the gathering and publishing of aggregate customer information nor the use of customer information for the purpose of creating directories.

Princeton Calais Translators, Inc. dba PCT Communications does not disclose CPNI information to third party marketing firms, or permit access to such information. All employees of PCT Communications are thoroughly trained to adhere to this policy under the supervision of company management. All employees are required to take CPNI Awareness courses, provided by US Cellular, the courses are: *What is CPNI?*, *How our Company protects CPNI* and *How CPNI rules impact our jobs*.

PCT Communications maintains an electronic record of all affiliates' sales and marketing campaigns that use our customers' CPNI. The campaigns are monthly letters sent to customers, one is 30-day follow-up to a sale and the other is a notice making customers aware there may be a new plan or device available to them. Marketing campaigns and sales are stored electronically for a minimum of one year and are authorized and supervised by the company manager, Jennifer Brown.

Never have any of our records been shared with third parties, or have they been able to have access to such information. Any complaints of misuse of CPNI are directly reported to the company manager, Jennifer Brown. The complaints are investigated and then the company president, Roger Holst, is notified.